

4 Steps to a Confident Client

At DGA, we understand that construction projects can be a source of uncertainty, stress, and frustration for all involved. From cost overruns to delays, contractual disputes, and quality of workmanship concerns – construction projects can quickly become a logistical nightmare, leaving project managers and stakeholders alike feeling overwhelmed and uncertain about the outcome. It doesn't have to be this way, with the right approach and tools, you can banish the uncertainty of construction projects and ensure that the next project runs smoothly on time, and within budget.

Here are some tips to help achieve construction project success:

- 1. Start with the end in mind and a clear plan to get there:** This plan should outline the project's goals and scope, the timeline and a realistic budget. Having a well-defined plan will help avoid confusion and ensure that everyone involved is on the same page. Clients say to us, "I don't know what it is I don't know!" It's up to us the professional team to inform the client and lead the way on roles, responsibilities process and protocol. Starting with the end in mind, DGA uses internal benchmarked costs from our data-base to manage cost expectations and avoid disappointments. As the design progresses, the establishment of a detailed and evolving cost plan informed by the project goals, is a key plank to achieving cost confidence and deliverability.

Top Tip: [Click here to learn about our interactive, jargon free cost model and downloadable explainers for better client conversations around construction costs and professional fees.](#)


- 2. Hire the right team:** the project's success will depend largely on the team you assemble. When pulling the delivery team together – architects, contractors, QS's engineers, and other professionals, be sure to look for people and companies with a proven track record of success and expertise in your specific project area, if they have worked together successfully in the past this is a big plus – ask for example projects and references which are like the one under discussion. Additionally, make sure that everyone on the team is on board and supportive of the project goals. Start with the end in mind! Top Tip: Access DGA's bank of qualified contractors and craftsmen.
- 3. Communicate methodically formally and effectively:** If it's not agreed in writing – it's not agreed! Regular communication is key to any successful project, and construction projects are no exception – with so many moving parts, effective communication through the project channels – which are set up at the start, helps to build confidence with the client. Making sure all stakeholders are kept in the loop, and that everyone is aware of any changes to the project scope, budget, or timeline. Additionally, ensure that you have regular and formal check-ins with the team to address any variations, issues, or concerns.

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- 4. Find and manage risks:** Look them right in the eye! All construction projects involve a degree of risk, from inclement weather to unforeseen delays and cost increases. Managing risk requires anticipating potential problems and having contingency plans in place to address them. By naming potential risks, quantifying them, and developing mitigation strategies, you can minimise the impact of unexpected events on the project, increasing the chances of success and the confidence of the client.

In our next bulletin we will discuss how DGA quantifies and mitigates construction risk.

By using the DGA community and database – following these simple tips, you can banish the uncertainty of construction projects and ensure that your next project is a success. At DGA, we specialise in providing the project administration and construction consulting services that help our clients achieve their project goals. We work closely and in harmony with our architects and professional teams across the sectors. See our latest testimonial below.



“Priceless service – It’s an absolute pleasure working with DGA. They always have our best interests at heart and are such a great team to deal with. I recommend them to everyone and am so glad to have them spearheading our project.”



by Jessica & James Byrom

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Contact us for a chat to learn more about our projects, and values and maybe working with us, we would love to hear from you.